

February 15, 2006

Ms. Beth O'Donnell
Executive Director
Kentucky Public Service Commission
211 Sower Boulevard
P. O. Box 615
Frankfort, KY 40602

RECEIVED

FEB 15 2006

**PUBLIC SERVICE
COMMISSION**

Re: Case No. 2000-129

Dear Ms. O'Donnell:

As part of the Order issued by the Commission in the above referenced case, Columbia Gas of Kentucky was required to file certain information on August 15, 2000 and quarterly or semi-annually thereafter. Please find the information attached hereto.

Sincerely,



Judy M. Cooper
Director, Regulatory Policy

cc: Anita Mitchell

**BEFORE THE PUBLIC SERVICE COMMISSION
CASE NO. 2000-129
INFORMATION REQUESTED BY THE PUBLIC SERVICE COMMISSION
IN ORDER DATED JUNE 30, 2000**

From the Order at Page B-6, Item 1:

On a quarterly basis, Columbia Energy Group should file a report detailing the proportionate share Columbia of Kentucky (CKY) has in Columbia Energy Group's (CEG) total operating revenues, operating and maintenance expense, and number of employees.

Response:

See Attached

Columbia Energy Group and Columbia of Kentucky
Proportionate Shares
For the Quarter Ended December 31, 2005

	<u>Columbia of Kentucky</u>		<u>Columbia Energy Consolidated</u>		<u>NiSource Inc.</u>	
Gross Revenue	\$	171,209 2.17%	\$	3,719,394 47%	\$	7,893,289 100%
Operating & Maintenance Expenses	\$	28,369 2.14%	\$	753,953 57%	\$	1,328,282 100%
Employees		143 1.83%		3,455 44%		7,822 100%

**BEFORE THE PUBLIC SERVICE COMMISSION
CASE NO. 2000-129
INFORMATION REQUESTED BY THE PUBLIC SERVICE COMMISSION
IN ORDER DATED JUNE 30, 2000**

From the Order at Page B-6, Quarterly Item 2:

A report listing the number of employees of Columbia Energy and each subsidiary on the basis of payroll assignment.

Response:

See attached.

Columbia Energy Group

Subsidiary Staffing As of December 31, 2005

	TOTAL
Columbia Gas of Kentucky Inc	143
Columbia Gas of Ohio Inc	1,059
Columbia Gas of Maryland Inc	42
Columbia Gas of Pennsylvania Inc	477
Columbia Gas of Virginia Inc	223
Columbia Gulf Transmission Co	246
Columbia Gas Transmission Corp	1,265
CNS Microwave Inc	2
GRAND TOTAL	3,457

**BEFORE THE PUBLIC SERVICE COMMISSION
CASE NO. 2000-129
INFORMATION REQUESTED BY THE PUBLIC SERVICE COMMISSION
IN ORDER DATED DECEMBER 31, 2000**

From the Order at Page B-6:

Twelve-month income statements and balance sheets. CKY will separately report Kentucky jurisdictional operations and other jurisdictional operations.

Response:

- a. CEG Consolidated Income Statement, twelve-month ended December 31, 2005

See attached

- b. CEG Consolidated Balance Sheet, as of December 31, 2005

See attached

- c. CKY Income Statement, twelve-month ended December 31, 2005

See attached

- D. CKY Balance Sheet, as of December 31, 2005

See attached

Columbia Energy Group and Subsidiaries
Rolling 12-Month Income Statement
For Period Ended December 31, 2005

	Columbia Energy Group and
409999000 Total Gas Distribution Sales Revenues	2,687,394
439999000 Total Electric Revenue	-
419999000 Total Gas Transportation Revenue	800,601
429999000 Total Gas Storage Revenue	101,474
459999000 Merchant Operations	-
449999000 Total Explor & Production Revenue	-
489999000 Total Other Revenue	129,925
499999000 Gross Revenues	<u>3,719,394</u>
500999000 Total Gas Purchased for Resale	1,857,201
501999000 Fuel for Electric Generation	-
502999000 Total Purchased Power	-
504999000 Gas Storage Total	-
503999000 Total Gas Marketing Costs	108,121
579999000 Total Other COS	1,166
580000000 FAS 133 Gain/Loss	-21
589999000 Total Cost of Sales	<u>1,966,468</u>
599999000 Total Net Revenues	<u>1,752,926</u>
689999000 Total Operation & Maintenance	753,953
690999000 Depreciation, Depletion, & Amortization	195,921
693999000 Total Loss on Asset Impairment	-
691999000 Total Gain on Sale of Assets/Property	-161
692999000 Other Taxes	194,012
698999000 Total Operating Expenses	<u>1,143,725</u>
699999000 Operating Income	<u>609,201</u>
700999000 Interest Expense, Net	-105,458
701999000 Minority Interest	-
702999000 Dividend Req's Pref. Stock	-
703999000 Other, Net	23,240
704000000 Gain (Loss) Early Ext Lt Debt	-22,622
709999000 Total Other Income (Deductions)	<u>-104,840</u>
719999000 Income from Cont Operations before Taxes	<u>504,361</u>
728999000 Income Taxes	190,974
729999000 Income from Continuing Operations	<u>313,387</u>
730799000 Inc (Loss) from Discon Oper - Net of Tax	-20,638
730499000 Gain/Loss - Disp of Disc Op. - Net Tax	447
731999000 Change in Accounting - Net of Taxes	-
Net Income Before Subsidiaries	<u>293,196</u>
732999000 Total Earnings of Subsidiaries	-
739999000 Net Income	<u>293,196</u>
740000000 Dividend Req'd on Pref Stock	-
759999000 Balance Avail for Common Shares	293,196

Columbia Energy Group and Subsidiaries
Balance Sheet
ended December 31, 2005

December 2005

ASSETS

Property, Plant and Equipment

Gross Utility Plant	8,610,871
Accumulated Depreciation - Utility Plant	-3,831,694
Net Utility Plant	<u>4,779,176</u>
Other property, at cost less accumulated depreciation	<u>10,612</u>
Net Property, Plant and Equipment	<u>4,789,788</u>

Investments and Other Assets

Investments at equity	58,540
Assets Held for Sale	16,957
Other Investments	<u>48,576</u>
Total Investments	<u>124,073</u>

Current Assets

Cash(Cashflow & Nipsco 10Q Total)	26,873
Restricted Cash	2,018
Customer accounts receivable	378,859
Unbilled Revenue	244,557
Other receivables	13,993
Gas inventory	317,653
Underrecovered gas and fuel costs	360,945
Materials and supplies, at average cost	18,644
Price risk management asset	106,980
Exchange gas receivable	122,026
Current regulatory assets	140,183
Prepayments and other assets	<u>75,018</u>
Total current assets	<u>1,807,750</u>

Other Assets

Price risk management asset - nc	173,737
Noncurrent regulatory assets	344,600
Intangible assets, less accum amort	247
Deferred charges	<u>111,955</u>
Total Other Assets	<u>630,538</u>
Total Assets	<u><u>7,352,149</u></u>

Columbia Energy Group and Subsidiaries
Balance Sheet
ended December 31, 2005

December 2005

CAPITALIZATION and LIABILITIES

Capitalization

Common stock	0
Additional paid-in capital	1,419,736
Retained earnings	1,382,467
Non-ABO SFAS 133	174,217
OCI-ABO Deficit	-114
Common stock equity	<u>2,976,307</u>
Preferred Stocks -	
Long-term debt	<u>1,084,197</u>
Total capitalization	<u>4,060,504</u>

Current Liabilities

Obligations due in one year	443
Accounts payable	559,945
Customer deposits	33,214
Taxes accrued	124,113
Interest accrued	3,182
Overrecovered gas & fuel costs	1,579
Price risk management liabilities	8,457
Exchange gas payable	423,138
Deferred revenue	26,459
Def inc taxes-current	130,105
Current regulatory liabilities	35,071
Accrued liability for postretirement and postemployment benefits-current	26,521
Other Accruals	276,438
Total current liabilities	<u>1,648,668</u>

Other Liabilities and Deferred Credits

Deferred income taxes	914,482
Deferred investment tax credits	24,072
Customer advances	46,828
Deferred credits	52,661
Accrued liability for postretirement and postemployment benefits-noncurrent	83,203
Noncurrent regulatory liabilities	357,182
Deferred revenue	60,409
Asset Retirement Obligations	46,742
Other noncurrent liabilities	57,398
Total other liabilities and deferred credits	<u>1,642,978</u>

Total capitalization & liabilities

7,352,149

Columbia Gas of Kentucky, Inc.
Rolling 12-Month Income Statement
For Period Ended December 31, 2005

409999000 Total Gas Distribution Sales Revenues	151,823
439999000 Total Electric Revenue	-
419999000 Total Gas Transportation Revenue	19,386
429999000 Total Gas Storage Revenue	-
459999000 Merchant Operations	-
449999000 Total Explor & Production Revenue	-
489999000 Total Other Revenue	-
499999000 Gross Revenues	<u>171,209</u>
500999000 Total Gas Purchased for Resale	120,736
501999000 Fuel for Electric Generation	-
502999000 Total Purchased Power	-
504999000 Gas Storage Total	-
503999000 Total Gas Marketing Costs	-
579999000 Total Other COS	-
580000000 FAS 133 Gain/Loss	-
589999000 Total Cost of Sales	<u>120,736</u>
599999000 Total Net Revenues	50,473
689999000 Total Operation & Maintenance	28,369
690999000 Depreciation, Depletion, & Amortization	5,225
693999000 Total Loss on Asset Impairment	-
691999000 Total Gain on Sale of Assets/Property	-
692999000 Other Taxes	2,177
698999000 Total Operating Expenses	<u>35,771</u>
699999000 Operating Income	<u>14,703</u>
700999000 Interest Expense, Net	-3,709
701999000 Minority Interest	-
702999000 Dividend Req's Pref. Stock	-
703999000 Other, Net	1,488
704000000 Gain (Loss) Early Ext Lt Debt	-
709999000 Total Other Income (Deductions)	<u>-2,221</u>
719999000 Income from Cont Operations before Taxes	12,482
728999000 Income Taxes	4,563
729999000 Income from Continuing Operations	<u>7,919</u>
730799000 Inc (Loss) from Discon Oper - Net of Tax	-
730499000 Gain/Loss - Disp of Disc Op. - Net Tax	-
731999000 Change in Accounting - Net of Taxes	-
Net Income Before Subsidiaries	<u>7,919</u>
732999000 Total Earnings of Subsidiaries	-
739999000 Net Income	<u><u>7,919</u></u>
740000000 Dividend Req'd on Pref Stock	-
759999000 Balance Avail for Common Shares	7,919

**Columbia Of Kentucky Consolidated
Balance Sheet
ended December 31, 2005**

December 2005

ASSETS

Property, Plant and Equipment

Gross Utility Plant	252,123
Accumulated Depreciation - Utility Plant	-89,482
Net Utility Plant	<u>162,641</u>
Net Property, Plant and Equipment	<u>162,641</u>

Investments and Other Assets

Current Assets

Cash(Cashflow & Nipsco 10Q Total)	1,668
Restricted Cash	314
Customer accounts receivable	22,198
Unbilled Revenue	20,239
Other receivables	4,642
Gas inventory	52,360
Underrecovered gas and fuel costs	19,020
Materials and supplies, at average cost	42
Price risk management asset	796
Exchange gas receivable	535
Current regulatory assets	1,194
Prepayments and other assets	2,235
Total current assets	<u>125,243</u>

Other Assets

Noncurrent regulatory assets	5,865
Intangible assets, less accum amort	-
Deferred charges	1,343
Total Other Assets	<u>7,208</u>
Total Assets	<u><u>295,092</u></u>

**Columbia Of Kentucky Consolidated
Balance Sheet
ended December 31, 2005**

December 2005

CAPITALIZATION and LIABILITIES

Capitalization

Common stock	23,806
Additional paid-in capital	4,750
Retained earnings	52,977
Common stock equity	<u>81,533</u>
Preferred Stocks -	
Long-term debt	<u>28,271</u>
Total capitalization	<u>109,804</u>

Current Liabilities

Obligations due in one year	40,210
Accounts payable	26,016
Customer deposits	3,092
Taxes accrued	4,002
Interest accrued	18
Exchange gas payable	39,258
Def inc taxes-current	5,357
Current regulatory liabilities	3,857
Accrued liability for postretirement and postemployment benefits-current	872
Other Accruals	<u>10,573</u>
Total current liabilities	<u>133,255</u>

Other Liabilities and Deferred Credits

Deferred income taxes	12,760
Deferred investment tax credits	1,029
Customer advances	995
Accrued liability for postretirement and postemployment benefits-noncurrent	2,265
Noncurrent regulatory liabilities	24,224
Asset Retirement Obligations	6,367
Other noncurrent liabilities	<u>4,393</u>
Total other liabilities and deferred credits	<u>52,033</u>

Total capitalization & liabilities

295,092

**BEFORE THE PUBLIC SERVICE COMMISSION
CASE NO. 2000-129
INFORMATION REQUESTED BY THE PUBLIC SERVICE COMMISSION
IN ORDER DATED JUNE 30, 2000**

From the Order at Page 25, Item 11:

The Applicants should file semi-annually a report detailing the adoption and implementation of best practices at Columbia of Kentucky. The report should be filed 45 days after the close of the reporting period.

Response:

Columbia's parent, NiSource, Inc., announced on June 21, 2005 that it had entered into a definitive agreement for IBM to provide a broad range of business transformation and outsourcing services to NiSource and its operating subsidiaries. IBM service delivery began on July 1, 2005. The 10-year agreement is estimated to cost \$1.6 billion in service fees to IBM and deliver gross savings upwards of \$530 million in operating and capital costs across the NiSource companies. This cost savings is dependent upon many factors, and unanticipated changes in operations may cause actual cost savings to be substantially less than expected. Many functions are being transitioned to IBM and many new personnel are assuming responsibilities across these functions, increasing the risk of operational delays, potential errors and control failures which may have an impact on NiSource and its financial condition. Additionally, new information technology systems and process changes are also being put into place increasing the risk of operational delays, potential errors and control failures which may have an impact on NiSource and its financial condition. Columbia is working to mitigate the above risk and maintain consistent operating performance.

**BEFORE THE PUBLIC-SERVICE COMMISSION OF KENTUCKY
CASE NO. 2000-129
INFORMATION REQUESTED BY THE PUBLIC SERVICE COMMISSION
IN ORDER DATED JUNE 30, 2000**

From the Order at pages 13 and 25 (#15):

NiSource should file a schedule of its actual acquisition costs to date, at the level of detail shown in response to Item 18(a) of the Commission's May 10, 2000 Order. NiSource should specifically identify any costs allocated to Columbia Energy.

Response:

No additional costs have been incurred since the last report.

BEFORE THE PUBLIC-SERVICE COMMISSION OF KENTUCKY
CASE NO. 2000-129
INFORMATION REQUESTED BY THE PUBLIC SERVICE COMMISSION
IN ORDER DATED JUNE 30, 2000

From the Order at pages 13 and 25:

Columbia Energy should file a schedule of its actual acquisition costs to date, including any costs allocated to it by NiSource, at the level of detail shown in response to Item 5(a) of the Commission's May 22, 2000 Order. Columbia Energy should identify any costs allocated to a subsidiary or affiliate, provide the name of the subsidiary or affiliate and the accounting entries made on its books, and identify the basis for the allocation.

Response:

No additional costs have been incurred since the last report.

**BEFORE THE PUBLIC SERVICE COMMISSION
CASE NO. 2000-129
INFORMATION REQUESTED BY THE PUBLIC SERVICE COMMISSION
IN ORDER DATED JUNE 30, 2000**

From the Order at Page 22:

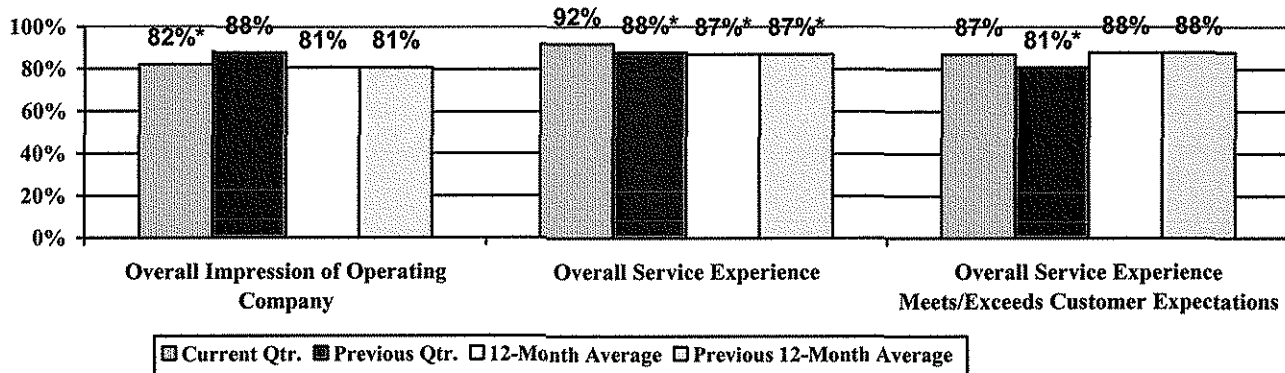
Columbia of Kentucky should file its most recent SMRI reports with the Commission on a semi-annual basis.

Response:

The Fourth Quarter 2005 report is attached.

-- Columbia Gas of Kentucky --**Primary Measures of Service Quality**

(Percent Rating "6" or Higher on Ten-Point Scale)

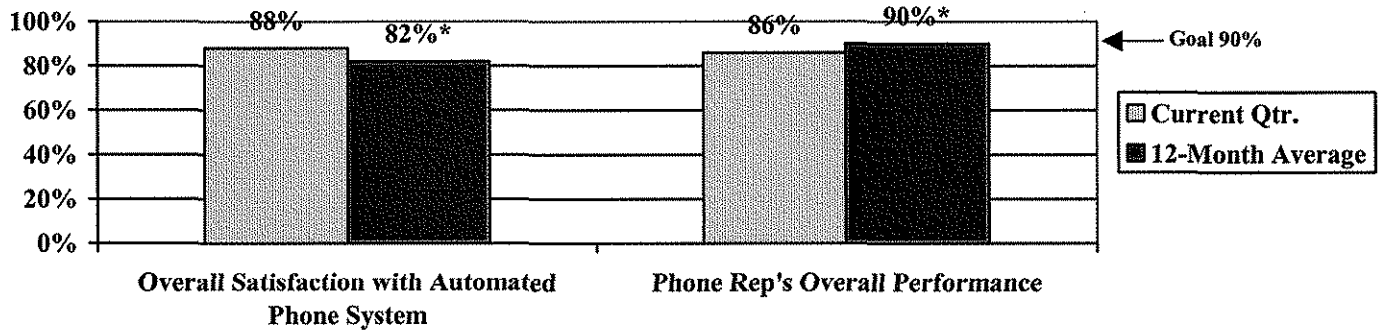
**Key Drivers of Satisfaction with Overall Service Experience**

Columbia Gas of Kentucky	Change			
	Current Qtr.	12-Month Average	Previous Qtr.	12-Month Average
Phone rep taking care of request quickly and efficiently	83%	88%*	-10%*	-5%
Overall service experience meeting or exceeding customer expectations	87%	88%	6%*	-1%
Overall ease of contacting company to discuss situation	89%	84%*	9%*	5%
Phone rep having necessary authority to make decisions	85%	87%	-2%	-2%
Amount of time it took to complete transaction on IVRU	98%	87%	31%	11%
Overall performance of sales rep/ field service rep or work crew	95%	97%	-2%	-2%

Percentage of Customers Rating "6" or Higher on Ten-Point Scale (unless otherwise noted)

Overall Satisfaction with Telephone Service

(Percent Rating "6" or Higher on Ten-Point Scale)



Automated Telephone System/Access to Reps

	Current Qtr.	Change from Previous Quarter
Variety of services and information offered	89%	15%*
Ease of understanding menu options and directions	90%	10%*
Amount of time took to get to desired menu option	87%	10%*
Time to complete automated transaction	98%	31%
Overall ease of contacting company	89%	9%*
Amount of time spent waiting	74%	-7%*

Telephone Rep Service

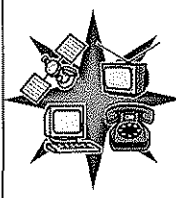
	Current Qtr.	Change from Previous Quarter
Being courteous and professional	88%	-5%*
Treating you as respected customer	87%	-6%*
Showing interest and concern	83%	-7%
Displaying skill and knowledge	92%	-3%
Adequately answering questions	88%	-6%*
Understanding purpose of call	84%	-11%*
Having authority to make decisions	85%	-2%
Handling request quickly/efficiently	83%	-10%*

Percent rating "6" or higher on ten-point scale



Percentage of Cases Resolved with One Call

Current Qtr.	12-Month Average
71%	72%

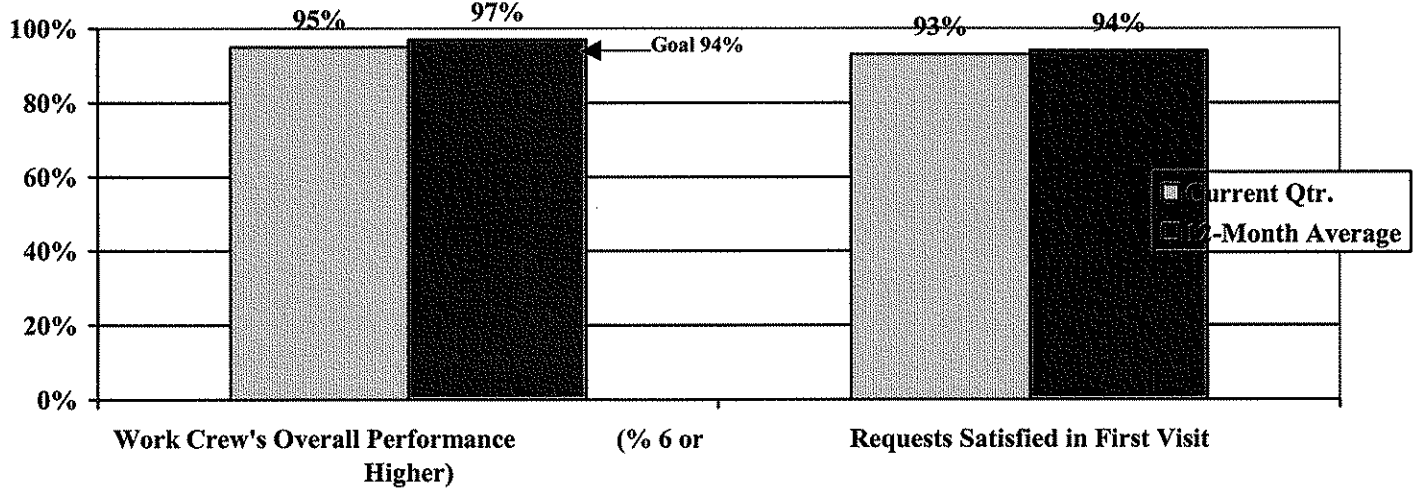


Percent Rating Phone Service as Better/Same as Peer Utilities

Current Qtr.	12-Month Average
79%	81%

* Indicates a statistically significant difference from current quarter at 95% confidence level.

Satisfaction with Service Visit



Scheduling Service Visit

	Current Qtr.	Change from Previous Quarter
Scheduling to meet customer needs	94%	1%
Telling you when work would take place	94%	-2%
Work crew arriving on time	96%	-1%

Work Crew Performance

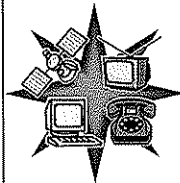
	Current Qtr.	Change from Previous Quarter
Being pleasant and courteous	99%	1%
Displaying skill and knowledge	98%	1%
Taking time to explain work	98%	1%
Adequately answering questions	97%	0%
Being informed about your request	97%	2%
Performing work quickly and efficiently	99%	2%
Leaving work area neat and clean	97%	-1%

Percent rating "6" or higher on ten-point scale



Field Service Rep/Work Crew Displaying Skill and Knowledge

Current Qtr.	12-Month Average
98%	99%



Percent Rating Service Visit as Better/Same as Peer Utilities

Current Qtr.	12-Month Average
N/A	N/A

COLUMBIA GAS OF KENTUCKY, INC.

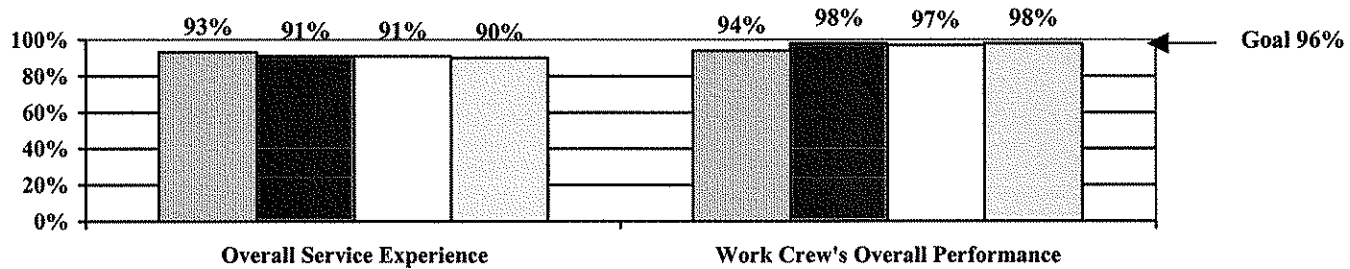
Customer Service Center - CKY Calls

2005

Day	Calls Accepted in ACD	Calls Answered	% of Calls Answered in 30 Seconds or Less	Avg. Speed of Answer (Seconds)	Longest Wait (Seconds)	Average Handle Time	Calls Abandoned	% of Total Calls Abandoned
Jan	28,234	27,542	80.46%	25.02	552	187	692	2.45%
Feb	24,982	24,514	81.59%	19.93	514	179	468	1.87%
Mar	25,388	25,046	82.51%	17.21	593	179	342	1.35%
Apr	22,151	21,845	82.36%	16.59	590	184	306	1.38%
May	21,183	20,872	80.09%	18.66	590	198	311	1.47%
Jun	18,721	18,445	80.55%	18.28	590	206	276	1.47%
Jul	15,527	15,233	78.24%	19.70	440	214	294	1.89%
Aug	18,779	18,485	82.93%	15.85	567	218	294	1.57%
Sep	17,559	17,264	79.27%	19.11	460	218	295	1.68%
Oct	23,066	22,124	57.93%	52.10	590	253	942	4.08%
Nov	18,668	18,326	65.03%	42.99	590	262	624	3.34%
Dec	8,704	8,503	79.65%	27.27	597	205	201	2.31%
Total	242,962	238,199	77.61%	24.30	597	206	5045	2.08%
AVG	20,247	19,850					420	

-- Ashland Operating Center --**Primary Measures of Service Quality**

(Percent Rating "6" or Higher on Ten-Point Scale)



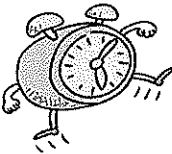
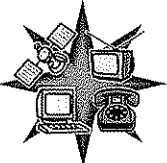


■ Current Qtr. ■ Previous Qtr. □ 12-Month Average □ Previous 12-Month Average

Key Drivers of Satisfaction with Service Person/Work Crew

	Ashland Operating Center		Change	
	Current Quarter	12-Month Average	Previous Quarter	12-Month Average
Performing work quickly and efficiently	100%	98%*	0%	2%
Adequately answering all questions	95%	98%	-5%	-4%
Displaying skill and knowledge in job	100%	99%	0%	1%
Being pleasant and courteous	100%	99%	2%	1%
Being informed about specific request	100%	98%*	5%	2%

Percentage of Customers Rating "6" or Higher on Ten-Point Scale (unless otherwise noted)

 <p>Overall Service Experience Meeting/Exceeding Customer Expectations</p> <table> <tr> <td><u>Current Qtr.</u></td> <td><u>12-Month Average</u></td> </tr> <tr> <td>98%</td> <td>95%</td> </tr> </table>	<u>Current Qtr.</u>	<u>12-Month Average</u>	98%	95%	 <p>Leaving Work Area Neat and Safe</p> <table> <tr> <td><u>Current Qtr.</u></td> <td><u>12-Month Average</u></td> </tr> <tr> <td>100%</td> <td>98%*</td> </tr> </table>	<u>Current Qtr.</u>	<u>12-Month Average</u>	100%	98%*
<u>Current Qtr.</u>	<u>12-Month Average</u>								
98%	95%								
<u>Current Qtr.</u>	<u>12-Month Average</u>								
100%	98%*								
 <p>Arriving On Time (Percent Rating "6" or Higher)</p> <table> <tr> <td><u>Current Qtr.</u></td> <td><u>12-Month Average</u></td> </tr> <tr> <td>97%</td> <td>97%</td> </tr> </table>	<u>Current Qtr.</u>	<u>12-Month Average</u>	97%	97%	 <p>Percent Rating Field Service as Better than or Same as Peer Utilities</p> <table> <tr> <td><u>Current Qtr.</u></td> <td><u>12-Month Average</u></td> </tr> <tr> <td>N/A</td> <td>N/A</td> </tr> </table>	<u>Current Qtr.</u>	<u>12-Month Average</u>	N/A	N/A
<u>Current Qtr.</u>	<u>12-Month Average</u>								
97%	97%								
<u>Current Qtr.</u>	<u>12-Month Average</u>								
N/A	N/A								

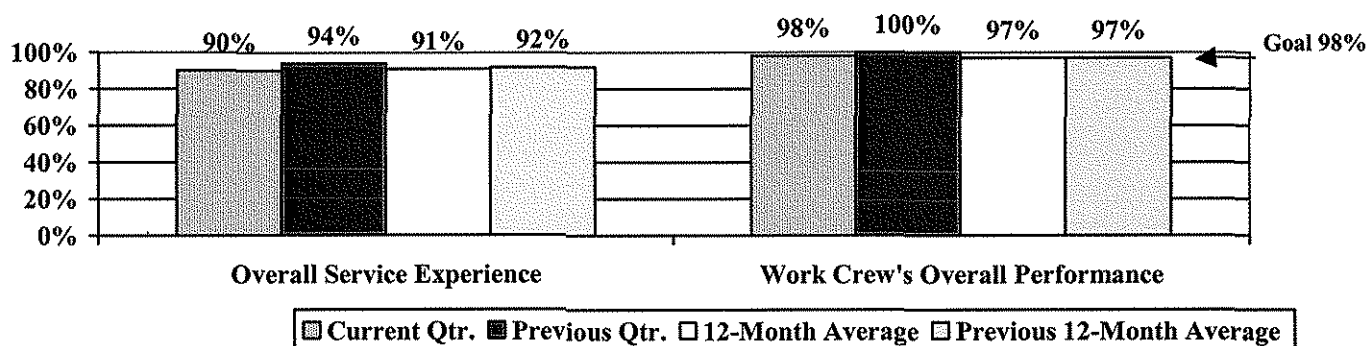
* Indicates a statistically significant difference from current quarter at 90% confidence level.

Customer Service Tracking Study Report

4th Quarter 2005

-- East Point Operating Center --



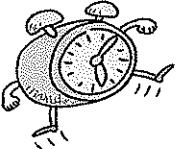

Primary Measures of Service Quality
(Percent Rating "6" or Higher on Ten-Point Scale)



Key Drivers of Satisfaction with Service Person/Work Crew

	East Point Operating Center		Change	
	Current Quarter	12-Month Average	Previous Quarter	12-Month Average
Performing work quickly and efficiently	94%	98%	-6%	-4%
Adequately answering all questions	91%	97%	-9%*	-6%
Displaying skill and knowledge in job	97%	98%	-3%	-1%
Being pleasant and courteous	100%	100%	0%	0%
Being informed about specific request	94%	98%	-6%	-4%

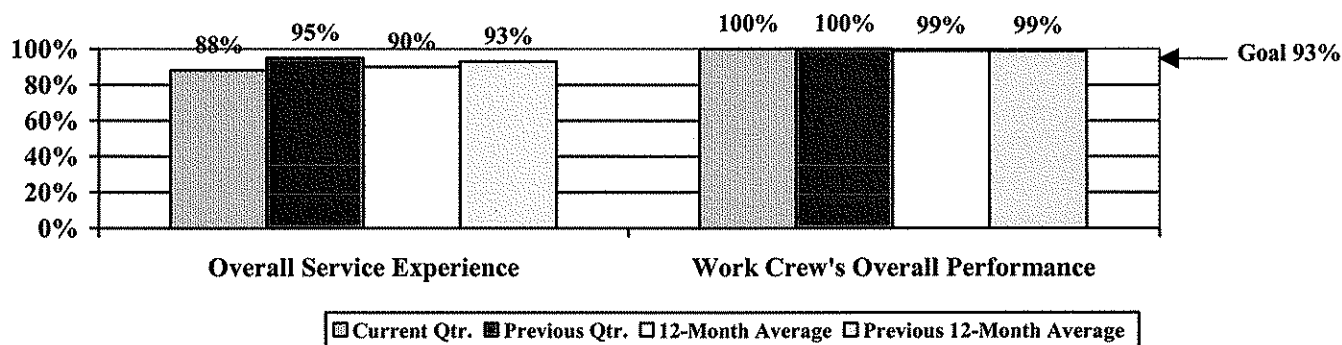
Percentage of Customers Rating "6" or Higher on Ten-Point Scale (unless otherwise noted)

 Overall Service Experience Meeting/Exceeding Customer Expectations		 Leaving Work Area Neat and Safe	
<u>Current Qtr.</u>	<u>12-Month Average</u>	<u>Current Qtr.</u>	<u>12-Month Average</u>
92%	88%	97%	96%
 Arriving On Time (Percent Rating "6" or Higher)		 Percent Rating Field Service as Better than or Same as Peer Utilities	
<u>Current Qtr.</u>	<u>12-Month Average</u>	<u>Current Qtr.</u>	<u>12-Month Average</u>
97%	98%	N/A	N/A

* Indicates a statistically significant difference from current quarter at 90% confidence level.



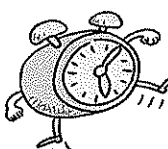

-- Frankfort Operating Center --**Primary Measures of Service Quality**

(Percent Rating "6" or Higher on Ten-Point Scale)

**Key Drivers of Satisfaction with Service Person/Work Crew**

	Frankfort Operating Center		Change	
	Current Quarter	12-Month Average	Previous Quarter	12-Month Average
Performing work quickly and efficiently	100%	99%	0%	1%
Adequately answering all questions	98%	97%	2%	1%
Displaying skill and knowledge in job	98%	97%	2%	1%
Being pleasant and courteous	100%	98%	4%	2%
Being informed about specific request	100%	98%	4%	2%

Percentage of Customers Rating "6" or Higher on Ten-Point Scale (unless otherwise noted)

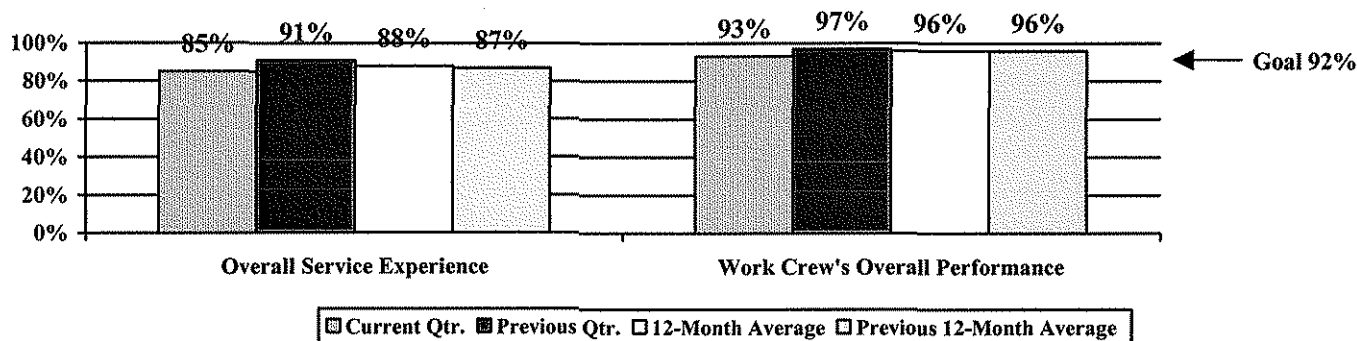
 <p>Overall Service Experience Meeting/Exceeding Customer Expectations</p> <p><u>Current Qtr.</u> 94%</p> <p><u>12-Month Average</u> 94%</p>	 <p>Leaving Work Area Neat and Safe</p> <p><u>Current Qtr.</u> 94%</p> <p><u>12-Month Average</u> 98%</p>
 <p>Arriving On Time (Percent Rating "6" or Higher)</p> <p><u>Current Qtr.</u> 98%</p> <p><u>12-Month Average</u> 99%</p>	 <p>Percent Rating Field Service as Better than or Same as Peer Utilities</p> <p><u>Current Qtr.</u> N/A</p> <p><u>12-Month Average</u> N/A</p>

* Indicates a statistically significant difference from current quarter at 90% confidence level.

-- Lexington Operating Center --

Primary Measures of Service Quality



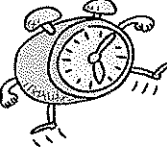

(Percent Rating "6" or Higher on Ten-Point Scale)



Key Drivers of Satisfaction with Service Person/Work Crew

	Lexington Operating Center		Change	
	Current Quarter	12-Month Average	Previous Quarter	12-Month Average
Performing work quickly and efficiently	99%	97%*	4%	2%
Adequately answering all questions	97%	98%	1%	-1%
Displaying skill and knowledge in job	98%	98%	2%	0%
Being pleasant and courteous	97%	98%	0%	-1%
Being informed about specific request	96%	97%	1%	-1%

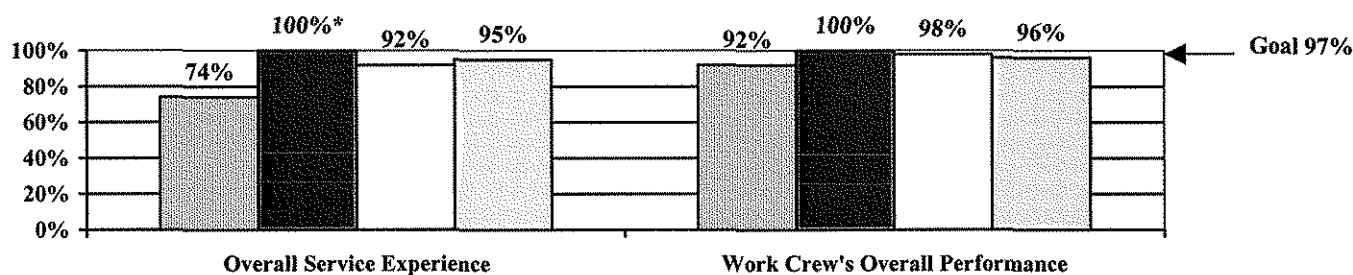
Percentage of Customers Rating "6" or Higher on Ten-Point Scale (unless otherwise noted)

 <p>Overall Service Experience Meeting/Exceeding Customer Expectations</p> <table> <tr> <td><u>Current Qtr.</u></td> <td><u>12-Month Average</u></td> </tr> <tr> <td>90%</td> <td>93%</td> </tr> </table>	<u>Current Qtr.</u>	<u>12-Month Average</u>	90%	93%	 <p>Leaving Work Area Neat and Safe</p> <table> <tr> <td><u>Current Qtr.</u></td> <td><u>12-Month Average</u></td> </tr> <tr> <td>98%</td> <td>97%</td> </tr> </table>	<u>Current Qtr.</u>	<u>12-Month Average</u>	98%	97%
<u>Current Qtr.</u>	<u>12-Month Average</u>								
90%	93%								
<u>Current Qtr.</u>	<u>12-Month Average</u>								
98%	97%								
 <p>Arriving On Time (Percent Rating "6" or Higher)</p> <table> <tr> <td><u>Current Qtr.</u></td> <td><u>12-Month Average</u></td> </tr> <tr> <td>95%</td> <td>97%</td> </tr> </table>	<u>Current Qtr.</u>	<u>12-Month Average</u>	95%	97%	 <p>Percent Rating Field Service as Better than or Same as Peer Utilities</p> <table> <tr> <td><u>Current Qtr.</u></td> <td><u>12-Month Average</u></td> </tr> <tr> <td>N/A</td> <td>N/A</td> </tr> </table>	<u>Current Qtr.</u>	<u>12-Month Average</u>	N/A	N/A
<u>Current Qtr.</u>	<u>12-Month Average</u>								
95%	97%								
<u>Current Qtr.</u>	<u>12-Month Average</u>								
N/A	N/A								

* Indicates a statistically significant difference from current quarter at 90% confidence level.

-- Maysville Operating Center --**Primary Measures of Service Quality**

(Percent Rating "6" or Higher on Ten-Point Scale)



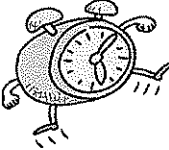



■ Current Qtr. ■ Previous Qtr. □ 12-Month Average □ Previous 12-Month Average

Key Drivers of Satisfaction with Service Person/Work Crew

	Maysville Operating Center		Change	
	Current Quarter	12-Month Average	Previous Quarter	12-Month Average
Performing work quickly and efficiently	100%	100%	0%	0%
Adequately answering all questions	100%	100%	0%	0%
Displaying skill and knowledge in job	100%	100%	0%	0%
Being pleasant and courteous	100%	100%	0%	0%
Being informed about specific request	100%	100%	0%	0%

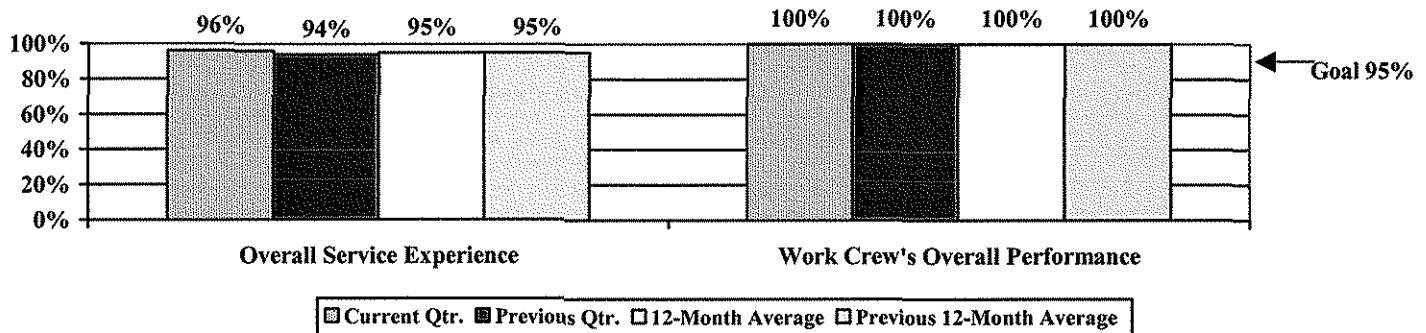
Percentage of Customers Rating "6" or Higher on Ten-Point Scale (unless otherwise noted)

 <p>Overall Service Experience Meeting/Exceeding Customer Expectations</p> <table> <tr> <td><u>Current Qtr.</u></td> <td><u>12-Month Average</u></td> </tr> <tr> <td>92%</td> <td>87%</td> </tr> </table>	<u>Current Qtr.</u>	<u>12-Month Average</u>	92%	87%	 <p>Leaving Work Area Neat and Safe</p> <table> <tr> <td><u>Current Qtr.</u></td> <td><u>12-Month Average</u></td> </tr> <tr> <td>100%</td> <td>100%</td> </tr> </table>	<u>Current Qtr.</u>	<u>12-Month Average</u>	100%	100%
<u>Current Qtr.</u>	<u>12-Month Average</u>								
92%	87%								
<u>Current Qtr.</u>	<u>12-Month Average</u>								
100%	100%								
 <p>Arriving On Time (Percent Rating "6" or Higher)</p> <table> <tr> <td><u>Current Qtr.</u></td> <td><u>12-Month Average</u></td> </tr> <tr> <td>100%</td> <td>100%</td> </tr> </table>	<u>Current Qtr.</u>	<u>12-Month Average</u>	100%	100%	 <p>Percent Rating Field Service as Better than or Same as Peer Utilities</p> <table> <tr> <td><u>Current Qtr.</u></td> <td><u>12-Month Average</u></td> </tr> <tr> <td>N/A</td> <td>N/A</td> </tr> </table>	<u>Current Qtr.</u>	<u>12-Month Average</u>	N/A	N/A
<u>Current Qtr.</u>	<u>12-Month Average</u>								
100%	100%								
<u>Current Qtr.</u>	<u>12-Month Average</u>								
N/A	N/A								

* Indicates a statistically significant difference from current quarter at 90% confidence level.



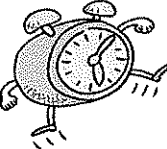
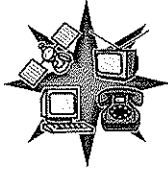
-- Winchester Operating Center --**Primary Measures of Service Quality**

(Percent Rating "6" or Higher on Ten-Point Scale)

**Key Drivers of Satisfaction with Service Person/Work Crew**

	Winchester Operating Center		Change	
	Current Quarter	12-Month Average	Previous Quarter	12-Month Average
Performing work quickly and efficiently	98%	99%	3%	0%
Adequately answering all questions	100%	100%	0%	0%
Displaying skill and knowledge in job	100%	100%	0%	0%
Being pleasant and courteous	100%	100%	0%	0%
Being informed about specific request	100%	99%	5%	1%

Percentage of Customers Rating "6" or Higher on Ten-Point Scale (unless otherwise noted)

 <p>Overall Service Experience Meeting/Exceeding Customer Expectations</p> <p><u>Current Qtr.</u> 94%</p> <p><u>12-Month Average</u> 97%</p>	 <p>Leaving Work Area Neat and Safe</p> <p><u>Current Qtr.</u> 97%</p> <p><u>12-Month Average</u> 98%</p>
 <p>Arriving On Time (Percent Rating "6" or Higher)</p> <p><u>Current Qtr.</u> 94%</p> <p><u>12-Month Average</u> 96%</p>	 <p>Percent Rating Field Service as Better than or Same as Peer Utilities</p> <p><u>Current Qtr.</u> N/A</p> <p><u>12-Month Average</u> N/A</p>

* Indicates a statistically significant difference from current quarter at 90% confidence level.